



active
kids
after school care

ACTIVE KIDS

POLICIES AND PROCEDURES
MANUAL

ABOUT THIS DOCUMENT

Active Kids Policies and Procedures are subject to continuous improvement. Changes and additions will be documented in the version control table below.

Changes and additions to policies and procedures will be communicated to the effected stakeholders using a variety of communication methods including but not limited to email, training and team meetings.

VERSION	DATE	CHANGES	AUTHOR	REVIEWED BY
1.0	4/12/2014	Compilation of Documents	Wendy Pizzol	Adrian Zammit
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7.3	15/05/23	Fee Increase	Davina Pizzol	Wendy Pizzol

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Active Kids ASC Philosophy

Active Kids ASC provides quality care to children outside of school hours. Active Kids aims to nurture active minds and active bodies. We believe each child is a unique individual and deserves the finest care in the most wholesome and healthiest environment possible. We aim to give children an environment where they have the opportunity to be creative, quiet or physical. We offer meaningful activities that support children in a holistic way. Every child has the right to be happy and feel safe. Of course, all activities we offer are aimed at children's enjoyment and to have fun and create lasting memories.

The values we focus on at Active Kids are Respect, Good Manners and Sportsmanship. We believe these three values are of the utmost importance. We pride ourselves in standing by what may be perceived as 'old fashioned' values; we teach children age old lessons such as 'Ladies before Gentlemen' and to be respectful to adults and parents.

We employ Educators that are passionate about childcare and that strive to be the best they can possibly be. Our Educators seek at first to understand rather than be understood. We employ Educators that will be positive role models and demonstrate the ethics of the school we are located in and values we as a company pride ourselves on.

About Us

Active Kids ASC provides Outside of Hours School Care sessions for children attending primary school at 4 location in the Far North Coast. Please see below for Locations, services offered and hours.

CENTRE	LOCATION	WHO CAN UTILISE	SERVICES OFFERED	HOURS
GSAC	Goonellabah Sports and Aquatic Centre 50 Oliver Avenue, Goonellabah, NSW, 2480.	Children from all primary schools. (Kindy children are able to attend only after completing one term of school)	Vacation Care	7:30am – 6pm

CENTRE	LOCATION	WHO CAN UTILISE	SERVICES OFFERED	HOURS
St Carthages Primary School, Lismore	Dawson Street, Lismore, NSW, 2480.	Children attending St Carthages Primary School.	Vacation Care After School Care Before School Care	7:00am – 6pm 3 – 6pm 6:45 – 8:45am

CENTRE	LOCATION	WHO CAN UTILISE	SERVICES OFFERED	HOURS
St Marys Primary School, Casino	Centre Street, Casino, NSW, 2470	During Vacation Care children from ALL primary schools may attend. During After school Care children from St Marys and Casino Public may attend. During Before School Care only children from St Mary's can attend.	Vacation Care After School Care Before School Care	7:30am – 6pm 3 – 6pm 6:45 – 8:45am

CENTRE	LOCATION	WHO CAN UTILISE	SERVICES OFFERED	HOURS
Summerland Christian College	Pineapple Road, Goonellabah, NSW, 2480	Children attending SCC and Blue Hills College	After School Care	3 – 6pm

CENTRE	LOCATION	WHO CAN UTILISE	SERVICES OFFERED	HOURS
St Francis Primary School, Ballina	Swift Street, Ballina, NSW, 2478	During Vacation Care children from ALL primary schools may attend. During After and Before school Care only children from St Francis may attend.	Vacation Care After School Care Before School Care	7:30am – 6pm 3 – 6pm 6:45 – 8:45am

CENTRE	LOCATION	WHO CAN UTILISE	SERVICES OFFERED	HOURS
Holy Family Catholic Primary School, Skennars Head	40 Isabella Drive, Skennars Head NSW 2478	Children attending Holy Family Catholic Primary School	Vacation Care After School Care Before School Care	7:30am – 6pm 3 -6 pm 6:45am – 8:45am

Active Kids ASC is a safe, secure and stimulating environment for children, that provides education and care through a variety of fun, recreational and leisure-based activities.



POLICY AREA 1

EDUCATIONAL PROGRAM AND PRACTICE

1.0 – Educational Program

Policy statement

We aim to provide daily routines that meet the needs of individual children in relation to each child's social, physical, intellectual, creative, and emotional development.

As the Centre provides time for play and leisure, this will be reflected in the daily routines.

Our programs will be based on and delivered in a manner that accords with the approved learning framework 'My Time Our Place'. The program will be based on the developmental needs, interests and experiences of the children in our care with consideration to each child's individual differences taken into account.

Daily programs may be altered without notification due to extenuating circumstances.

Considerations

- National Regulations part 4.1
- Education and Care Services National Law Act section 168
- My Time Our Place, Learning Outcomes; 1, 3 & 4

Procedures

Daily Routine

A daily routine will be developed and implemented by the staff and management team.

The routine will reflect the centre's philosophy.

The routine will be structured around regular events of the day such as arrival, departure, school drop off and collection and afternoon tea, breakfast. The routine will incorporate times for a mixture of both structured and unstructured activities.

The routine will take into consideration all children's needs in relation to emotional, social, physical, creative and developmental areas with a focus on fun and creating lasting positive memories for the children.

The routine will be part of a review process and adapted to meet the varying and changing needs of the children in relation to before, after and vacation care and seasonal conditions.

The routine will be displayed where staff, children and families can see it.

The routine will be flexible to meet the needs of the children and allow for spontaneity and enjoyment in the centre.

Programming

The Management team alongside each centres Educational Leader will be responsible for the development of a child centered Vacation Care, After and Before School Care program which reflects the philosophy of the centre and meets the social, physical, recreational, intellectual, creative and emotional development needs of the children.

Our Vacation Care programs are developed throughout the term and take into account requests by children, current interest of the children, seasonal conditions, current local, national and international events, ideas and suggestions from parents and community.

The input by families and children into the program will be sought by discussions with children or by asking through email and Facebook communication.

If the centre is operating from within a school, the ethos of the school will be considered in all programming.

The educational program will explore the concepts of Belonging, Being and Becoming and will work on developing the below key outcomes for all children:

- The child will have a strong sense of identity
- The child will be connected with and contribute to his or her world
- The child will have a strong sense of wellbeing
- The child will be a confident and involved learner
- The child will be an effective communicator

In order to achieve these outcomes, the program will:

- Promote the importance of play
- Maintain the dignity and rights of each child at all times
- Respect the cultural and language diversity of the local and wider community
- Foster friendships
- Consider individual and group interests, skills, needs, talents and abilities
- Encourage cooperative and responsible behaviour
- Foster independence, self-help skills and problem-solving skills
- Allow opportunities to explore and develop new skills through stimulating, exciting and interesting activities
- Consider all developmental areas
- Provide variation in indoor/outdoor activities
- Provide variation in quiet/active activities
- Provide variation in structured/unstructured activities
- Consider the varying age ranges of the children within the service
- Provide variety and choice
- Provide positive examples and direction to allow children to develop self-discipline skills
- Assist children in appreciating and caring for each other and their surroundings
- Make children feel valued and welcomed in their surroundings
- Encouraging children to express themselves and their opinions.

Our Vacation Care programs will be made available to all families prior to school holidays. Our Before and After School Care programs will be available to view by all on the day.

Staff will encourage feedback and input from children and parents in relation to the program. This may be done verbally, through email or through our Facebook page.

Staff will regularly talk to the children and parents concerning their child's interests and activities and respond to suggestions, requirements and expectations.

1.1 Video, Music, Films and Game Systems

Policy Statement

Films, Music, videos and computer game systems can be used as an addition to the program of activities, after thoughtful consideration by staff relating to the content and message of the film/music/video or game. Please note that TV, videos, films, music and games are not used as a substitute for programmed activities and alternate options will always be on offer. Staff will ensure all videos, music and films are suitable for the children's ages and that Parent/Caregiver permission has been given.

Considerations

- Film ratings from Australian Broadcasting Authority

Procedure

- TV, film, video and games will only be viewed that have a G or PG rating.
- Excursions to see films or movies may be planned as part of the program during vacation.
- Parents/Caregivers should be notified that G and PG rated videos may be shown.
- Staff should preview the film or video where possible.
- Children will continue to be provided with other activities during the showing of a video and be properly supervised.
- No music played will contain inappropriate language or messages



POLICY AREA 2

CHILDREN'S HEALTH

2.0 - [Medical Conditions & Administration](#)

Policy statement

We aim to ensure the proper care and attention to all children through following specific guidelines regarding all medications given to the children.

Children are supported to feel physically and emotionally well and feel safe in the knowledge that their wellbeing and individual health care needs will be met when they are not well.

Families can expect that Educators will act in the best interests of the children in their care at all times; meet the children's individual health care needs.

Educators feel competent to perform their duties; understand their duty of care requirements and are provided with sufficient information and training regarding the administration of medication and other appropriate treatments.

Collaboration with families of children with diagnosed medical conditions to develop a Risk Minimisation Plan for their child

All staff, including casual staff, educators and volunteers and informed of all children diagnosed with medical condition and the risk Minimisation procedures for these.

All children with diagnosed medical conditions have a current Risk Minimisation Plan that is accessible to all staff.

All staff are adequately trained in the administration of emergency medication.

To ensure the interests of staff, children and Parents/Caregivers are not compromised medication will only be administered with the explicit permission of the Parents/Caregivers or in the case of an emergency with the permission of a medical practitioner.

If children are receiving medication at home or school but not at the Centre Parents/Caregivers should inform the Centre of the nature of the medication and its purpose and of any side effects, it may have for the child so that staff can properly care for the child.

Clear procedures are required to support the health, wellbeing and inclusion of all children enrolled at the service. Our service practices support the enrolment of children and families with specific health care requirements. Medical conditions include, but are not limited to Asthma, Diabetes and Anaphylaxis.

Considerations

- National Regulations; regulations 90, 91, 92, 93, 94, 95, 96.
- National Standards Section 2.6 (Medication)
- 'Guidelines for Administering Medication' Network of Community Activities.
- Duty of Care

Procedures

ENROLMENT:

1. On application of enrolment families will be required to complete full details about their child's medical needs. We will assess whether educators are appropriately trained to manage the child's special health needs at that time.
2. Where children require medication or have special medical needs for long term conditions or complaints, the family will be asked to provide a Medical Management Plan from the child's doctor or allied health professional. Such a plan should detail the child's specific health support needs, including administration of medication and other actions required to manage the child's condition.
3. The Nominated Supervisor will also consult with the child's family to develop a Risk Minimisation Plan. The plan will assess the risks relating to the child's specific health care needs, allergy or medical condition; any requirements for safe handling, preparation and consumption of food; notification procedures that inform other families about allergens that pose a risk; procedures for ensuring educators/students/volunteers can identify the child and their medication.
4. Depending on the specific needs of a child's medical condition the risk assessment should be reassessed annually to ensure our services continuing ability to manage the child's special needs. The family is expected to keep the service updated with any changes to their child's medical condition – this is communicated through email reminders to keep the service updated and by reading this enrolment procedure upon enrolment.
5. If a child's medical, physical, emotional or cognitive state changes the family will need to provide a new Medical Management Plan and our service will re-assess its ability to care for the child, including whether educators are appropriately trained to manage the child's ongoing special needs.
6. Families with a child with medical conditions will be provided with a copy of "Policy Group 3: Medical Conditions" upon acceptance of their enrolment.

ADMINISTRATION OF PRESCRIBED MEDICATION:

Prescribed medication, authorized medication and medical procedures can only be administered to a child:

1. With written authorisation from the parent/guardian or a person named in the child's enrolment record as authorised to consent to administration of medication.
2. With two adults in attendance, one of whom must be an educator. One adult responsible for the administration and the other adult to witness the procedure.
3. If the prescribed medication is in its original container bearing the child's name, dose and frequency of administration.
4. Self-administration of medication will only be permitted if parent has signed the medication form giving consent to do so. However, an educator must supervise and witness the self-administration.
5. Should educators feel that the child is not able to successfully administer the medication then they reserve the right to administer it on behalf of the child.

MEDICAL MANAGEMENT PLANS

Medical management plans are required if a child enrolled at our service has a specific health care need, allergy or relevant medical condition. This involves:

1. Requiring a parent/carer to provide a medical management plan for the child. The medical management plan must include a current photo of the child and must clearly outline procedures to be followed by staff in the event of an incident relating to the child's specific health care needs.

2. Requiring the medical management plan to be followed in the event of an incident relating the child's specific health care need, allergy or relevant medical condition.

RISK MINIMISATION PLANS

Risk Minimisation Plans are required to be developed in consultation with the parents/carers of a child:

1. To ensure that the risks relating to the child's specific health care need. Allergy or relevant medical condition are assessed and minimized.
2. If relevant to ensure that practices and procedures in relation to safe handling, preparation, consumption and service of food are developed and implemented.
3. If relevant, to ensure that practices and procedures to ensure that the parents are notified of any known allergens that pose a risk to a child and strategies for minimizing the risk are developed and implemented.

DEALING WITH MEDICAL CONDITIONS

1. To ensure that practices and procedures ensuring that all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented.
2. If relevant, to ensure that practices and procedures ensuring that the child does not attend the service without medication prescribed by the child's medical practitioner in relation to the child's specific health care need, allergy or relevant medical condition are developed and implemented.

COMMUNICATION STRATEGIES

Our service will maintain the review and development of communication strategies to ensure that:

1. Relevant staff members and volunteers are informed about the medical conditions policy and the medical management plan and Risk Minimisation Plan for the Child.
2. A child's parent can communicate any changes to the medical management plan and Risk Minimisation Plan for the child, setting out how that communication can occur.

2.1 - [ASTHMA](#)

Whenever a child with Asthma is enrolled at our service, or newly diagnosed as having Asthma, communication strategies will be developed to inform all relevant educators, including volunteers of:

- The Child's name. (In the Risk Minimisation Plan)
 - Where the child's Medical Management Plan will be located.
 - Where the child's preventer/reliever medication etc. will be stored
- Asthma reliver medication will be stored out of reach of children, in an easily accessible central location.
 - Reliever medications together with a spacer will be included in our service's first aid kit in case of an emergency situation where a child does not have their own reliever medication with them
 - All Educators in a Responsible person role will have completed their Asthma training, which instructs on all aspects of asthma management and administration of asthma reliever medications. It is a requirements that at least one educator is trained in Asthma at all times there are children present.

ASTHMA EMERGENCIES

In the case of an asthma emergency, medication may be administered to a child without written parent/guardian authorisation. If medication is administered the parent/guardian of the child or the child's registered medical practitioner will be contacted as soon as possible.

The National Asthma Council, recommends that should a child not known to have asthma appear to be in severe respiratory distress, the Asthma First Aid plan should be followed immediately. The following steps are recommended:

- If someone collapses and appears to have difficulty breathing, call an ambulance immediately, whether or not the person is known to have asthma.
- Give 4 puffs of a reliever medication and repeat if no improvement;
- Keep giving 4 puffs every 4 minutes until the ambulance arrives;
- No harm is likely to result from giving reliever medication to someone who does not have asthma;

2.2 - [ANAPHYLAXIS](#)

Whenever a child with severe allergies is enrolled at our service, or is newly diagnosed as having a severe allergy, a communications plan will be developed to inform all relevant educators and volunteers, of:

- The Child's Names (In the Risk Minimisation Plan)
- Where the Child's Medical Management Plan will be located
- Where the child's adrenaline auto-injector (epi-pen) is located
- In accordance with the National Regulations, our service will advise families of any allergens that may be present amongst children in our care. I.e. "We are a Nut Free Centre". Notices will be placed on the wall of the centre.
- It is required that the child at risk of Anaphylaxis has a Medical Management Plan. Educators will become familiar with the child's plan and also develop an individual Risk Minimisation Plan the child in consultation with the child's parent/guardians and if necessary, any health professionals.
- A communication strategy will be developed with parents/guardians to ensure any changes to a child's health care needs are discussed and the health care plan updated as required.

ANAPHYLAXIS EMERGENCIES

- In the case of an anaphylaxis emergency, medication may be administered to a child without parent/guardian authorisation. If Medication is administered the parent/guardian of the child or the child's registered medical practitioner will be contacted as soon as possible.
- For anaphylaxis emergencies, educators will follow the child's emergency action plan. If a child does not have an adrenaline auto-injector and appears to be having a reaction, the educator will administer adrenaline with the centre's own auto-injector pen that is kept in our first aid bag at all times. Staff administering the adrenaline will follow the instructions stored with the device. An ambulance will always be called. The used auto-injector will be given to ambulance officers upon arrival. Another child's auto-injector will NOT be used.

2.3 - Diabetes

Whenever a child with diabetes is enrolled at our service, or is newly diagnosed as having diabetes, a communications plan will be developed to inform all relevant educators, including volunteers of:

- The child's name (In risk minimisation Plan)
- The child's Risk Minimisation Plan
- Where the child's Emergency Action Plan is located
- Where the child's insulin/snack box will be stored
- Which Educators will be responsible for administering treatment.
- Educators will be aware of the signs and symptoms of low blood sugar including the child presenting pale, hungry, sweating, weak, confused and/or aggressive. Signs and symptoms of high blood sugar include thirst, need to urinate, hot dry skin, smell of acetone on breath.
- Management of Diabetes in children at our service will be supported by the child having an Emergency Action Plan which includes:
 - Administration of Insulin, if needed – information on how to give insulin to the child, how much insulin to give and how to store the insulin.
 - Oral Medicine – children may be prescribed with oral medication.
 - Meals and Snacks – Including permission to eat a snack anytime the child needs it.
 - Blood Sugar testing – Information on how often and when a child's blood sugar may need to be tested by educators.
 - Symptoms of low or high blood sugar – one child's action plan should detail the child's symptoms of low or high blood sugar and how to treat it. For high blood sugar, low blood sugar or hypoglycemia, educators will follow the child's emergency action plan.
- The inclusion of a child with diabetes is dependent on the availability of staff with necessary Diabetes training. If a child with Diabetes is wishing to attend a service where staff do not yet have the necessary training, we will endeavor to undertake this training as soon as possible with 'Diabetes Australia' trainers. The inclusion of this child in our program will be dependent on the availability of staff.

2.4 - Allergies

Whenever a child with general allergies is enrolled at our service (excluding anaphylaxis or severe allergies), or is newly diagnosed as having an allergy, a communications plan will be developed to inform all relevant educators and volunteers, of:

- The Child's Names (In the Risk Minimisation Plan)
- Where the Child's Medical Management Plan will be located (if necessary)

- If a food allergy exists, Parents/Caregivers will be asked to supply any particular diet if required.

All staff will be informed of the current enrolments with allergies on an ongoing basis. A list will be kept of all children with particular allergies and staff will be responsible for referring to the list at the commencement of each shift.

- A listing of children with food allergies will be placed in the kitchen so as to be easily visible and accessible to staff.
- We will ask families to update action plans annually. Risk Minimisation forms will be reviewed annually. Families are reminded in the Parent Information Handbook to keep us updated with any necessary information regarding their child's allergy

2.5 - [First Aid](#)

Policy statement

Active Kids recognizes that in accordance with the Work Health and Safety Regulation 2017 it has a responsibility to provide first aid assistance to persons sustaining an injury or illness in the workplace. First Aid equipment will be available to all staff, children and visitors while either in the centre or on excursions. All staff will be encouraged to undertake first aid training as part of their conditions of employment to ensure full and proper care is maintained. A Responsible Person will hold a current and up to date First Aid certificate.

Considerations

- National Regulations; regulation 89 & 136
- National Standards Section 2.1
- St John's Ambulance Australia – First Aid

Procedures

Under regulation 136, the approved provider of a centre-based service must ensure that the following persons are in attendance at any place where children are being educated and cared for by the service, and immediately available in an emergency, at all times that children are being educated and cared for by the service-

- At least 1 educator who holds a current first aid qualification
- At least 1 educator who has undertaken current anaphylaxis management training
- At least 1 educator who has undertaken current approved emergency asthma management training

Active Kids will ensure that First Aid kits are kept suitably equipped, that they are easily recognizable to adults and that the appropriate number of first aid kits are kept.

A separate travelling first aid kit will be also maintained and taken on all excursions and whilst outdoors.

The first aid kit will contain the minimum equipment suggested by St John's Ambulance Australia and a first aid manual will be kept at the centre.

Cold packs will be kept in the freezer for treatment of bruises and strains.

Qualified first aiders will only administer first aid on minor accidents or to stabilize the victim until expert assistance arrives in more serious accidents. In the event of an emergency, the staff member administering the first aid must not leave the patient until emergency services or the parent arrives.

2.6 – Immunisation

Policy statement

We respect the right of individual Parents/Caregivers to choose whether to immunize or not to immunize their children. However, children who are not immunized will be excluded for the period of an outbreak of a vaccine-preventable disease. Children who are not immunized will not be entitled to claim the Child Care Subsidy and will be charged full fees.

Considerations

- National Regulations; regulation 88

Procedure

Families are asked upon enrolment for the child's immunization history.

In the event of an outbreak of vaccine-preventable disease at the centre or school attended by children at the Centre, children not immunized will be required to stay at home for the duration of the outbreak, for their own protection. Payment of fees will be required for children excluded during an outbreak of a vaccine-preventable disease.

The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.

All staff should also maintain through immunization, their immunity to common childhood diseases. In line with the immunization policy, any staff member not immunized against a vaccine-preventable disease will also be excluded for the duration of the outbreak

Whilst we support that immunization is decision that is to be made by the families we will on occasion display pro-immunization materials in our parent corner.

2.7 – Illness and Infectious Disease

Policy statement

We aim to provide a safe and hygienic environment that will promote the health of the children. We will take all reasonable steps to prevent the spread of infectious diseases through the implementation of procedures that are consistent with the guidelines of the state of health authorities. Children with infectious diseases will be excluded from the centre for the period recommended by the Department of Health. All care and consideration will be given to the child who becomes ill while at the centre, ensuring they are kept comfortable and ensuring the risk of cross infection is minimised until the child is collected by the parent/emergency contact.

Considerations

- National Regulations; regulation/s, 77, 85, 86, 87 & 88
- National Standards Section 2.1
- Work Health and Safety Act 2011
- NSW Department of Health Guidelines

A child or adult will be considered sick and unfit to attend the centre if he/she:

- Has a fever over 38 degrees
- Is crying constantly from discomfort
- Vomits or has diarrhea
- Is in need of one on one care
- Has an infectious disease

If a child is unwell at home, parents will be asked not to bring the child to the centre. This is clearly stated to all parents upon enrolment in the 'Parent Information Handbook' they are sent. Children who appear unwell when being signed in by their parent/guardian will not be permitted to be left at the service.

If a child becomes ill or develops symptoms at the centre, the parents will be contacted to take the child home. Where the parents are not available, emergency contacts will be contacted to collect the unwell child.

The child will be comforted, cared for and placed in a quiet isolated area with adult supervision until the arrival of a parent/emergency contact for collection.

If a staff member is unwell, they should not report for work. Staff should contact the centre as soon as possible to inform them that they are unable to attend work. If a staff member becomes ill or develops symptoms at the centre, they can return home if able or organise for someone to take them home. The Responsible Person will organise a suitable replacement as soon as possible.

Hand Washing is the most effective way to reduce the spread of infection. Staff and children must thoroughly wash their hands before handling and eating food, after toileting, after dealing with bodily fluids, after wiping noses, after coughing or sneezing, or after touching animals.

All staff dealing with open wounds and bodily fluids of any child or adult shall wear disposable gloves.

Children and staff will be excluded from the centre if they are ill with any contagious illness. This includes Diarrhea and conjunctivitis. The period of exclusion will be based on the recommendations by the Department of Health and will be explained to the parent/guardian.

Parents will be informed about the occurrence of an infectious disease in the Centre, ensuring that the individual rights of staff and children are not infringed upon.

The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.

[2.8 – Hygiene](#)

Policy statement

We aim to provide a healthy and hygienic environment that will promote the health of the children, staff and Parents/Caregivers. All people in the centre will follow preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practices.

Considerations

- National Regulations; regulation/s, 77, 106 & 109
- National Standards Section 2.1
- NSW Department of Health Guidelines

Procedure

Under regulation 77, the Approved Provider and Responsible Person of an education and care service must implement and ensure that all staff members implement adequate health and hygiene practices. This included safe practices for handling, preparing and storing food to minimise risks.

Staff will maintain and model appropriate hygiene practices and encourage children to adopt the same. Children will be encouraged to take responsibility for their own health and physical wellbeing. Informal education in proper hygiene will be conducted on a regular basis, this may be done individually or through group conversations.

All toilet facilities will have access to a basin or sink with running cold water. Toilets, hand basins and kitchen facilities will be cleaned regularly. All toilet facilities will have soap for washing hands.

Women and girls will have access to proper feminine hygiene disposal.

Hand washing will be practiced by staff and children before preparing or eating food and after all dirty tasks such as toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal.

The cleaning up and clearing of general rubbish materials requires the utilization of disposable rubber gloves.

General clean up at the centre will only be undertaken if the area is free from hazardous materials, substances and if no risk is evident.

Staff will maintain and model appropriate behaviour and encourage the children to adopt hygiene practices.

All staff must wear disposable gloves when in contact with blood, open sores or other bodily substance, clothes contaminated with bodily fluids or cleaning up a contaminated area. Staff will wash hands with soap and water after removing the gloves.

Staff with cuts, open wounds should cover their wounds and wear disposable gloves. Used gloves should be disposed of safely.

All surfaces will be cleaned with an appropriate cleaning product after each activity and at the end of the day.

All contaminated surfaces will be disinfected. Children should not share hats.

2.8 – Food & Nutrition

Policy statement

We aim to provide nutritious and varied food of high quality in Active Kids ASC. The children will be encouraged to develop good eating habits through good examples and education. Children are encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout all food preparation.

Considerations

- National Regulations; regulation/s, 77, 78, 79, 80, 90, 162, 173
- National Standards Section 2.1
- NSW Department of Health Guidelines
- Australian Dietary Guidelines

Procedure

Food and Drink will be provided for Breakfast during Before School Care sessions and Afternoon Tea during After School Care. Cooking and food experiences may also be available as programmed through Vacation Care.

Fresh drinking water will be available at all times for the children and staff.

Fruit and/or vegetables will be offered at afternoon tea.

Food provided will be nutritious, varied and adequate in quantity, taking into account children's various dietary requirements for growth and development in accordance to the Australian Dietary Guidelines. Whilst healthy foods will be provided on most occasions and healthy foods strongly encouraged we believe in 'everything in moderation' and a less healthy snack may be offered on special occasions.

The consumption of healthy snack foods are not encouraged and families are encouraged to pack a nutritious and balanced lunch box for their children.

Local fresh produce will be used wherever possible and seasonable fruits and vegetables will be sought.

All food will be prepared in a hygienic manner and stored in tightly sealed containers, away from any chemicals.

Where children are involved in food preparation, this should always be supervised, and hygienic conditions maintained.

Food that requires refrigeration will be stored in the refrigerator.

Snack times are seen as a social event where children and staff can relax talk about their day and experience a variety of foods. Staff will demonstrate good healthy and hygienic eating habits while with the children.

Children should be seated while eating and drinking.

Parents/Caregivers will be encouraged to share family and multicultural values, ideas and recipes. All family and multicultural practices will be acknowledged and addressed in the provision of food.

All children's individual needs such as allergies etc. will be addressed in the menus. Staff will keep a list of all children's allergies or food restrictions near the food preparation area to ensure all staff follow these.

Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets.

The denial of food will never be used as a punishment.

Children will be encouraged to get water themselves when required, using their own drinking containers. All food utensils, appliances and containers are to be cleaned and stored appropriately.

Children's cooking activities will be encouraged to develop life skills.

2.9 – [Weekly Menu](#)

Policy statement

In accordance with the Regulations of the Education and Care services the Nominated Supervisor will display a weekly menu that provides food and beverages (other than water) for family's perusal.

Considerations

- National Regulations; regulation/s, 77, 78, 79, 80, 90, 162, 173
- National Standards Section 2.1
- NSW Department of Health Guidelines
- Australian Dietary Guidelines

Procedure

Our staff create wonderful, healthy and nutritious afternoon teas for the children in our care as this is a part of our Active Kids Philosophy and motto "Healthy Bodies, Healthy Minds". Despite that our staff actively create boards with the day's meal listed effectively our staff will also have a 'weekly menu' that is viewable.

Our Breakfasts and Afternoons tea's may differ sometimes from what is prescribed on the 'weekly menu' as our staff may wish to use fruit that is ripest or cook up a breakfast according to what the children most want and need and sometimes just because its nice to be spontaneous in life. We put the children's needs and what is seasonal and fresh first.

2.10 – [Toileting Assistance Procedure](#)

Policy statement

In instances where a child needs assistance with toileting the below procedures will be followed to adhere to safe hygiene practices and to maintain the child's privacy and dignity.

Considerations

- National Regulations; regulation/s, 109
- National Standards Section 2.1

Procedure

Educators shall notify the Responsible Person that a personal hygiene incident requires their support and, where possible, a second team member shall be called to be present during the toileting support. Gender and developmental consideration should be given to the situation in ensuring the most appropriate educators manage the situation and that the process is open and transparent and that the dignity and rights of the child to privacy are maintained. Educators shall support children's emotional needs, demonstrating empathy and compassion and should not, under any circumstances, cause further embarrassment to the child. Nor should they become forceful in their assistance to children. Staff shall assist children to toilet and follow hygiene procedures by:

- Encouraging children (if able) to clean themselves independently through provision of suitable wipes and means of disposal (wipes are not suitable for flushing).
- Ensuring hands are cleaned and sanitized and gloves are generally worn. The personal hygiene issue will be noted to the parent/caregiver on pick up.

2.11 – [Sleep & Rest](#)

Policy statement

The service will take all reasonable needs to ensure that the needs for sleep and rest are met, giving regard to the children's age, developmental stages and individual needs of the child. At Active Kids we provide care for children attending Primary School and believe that 'sleep and rest' is not an appropriate term for the ages of children in our care, we refer to this time instead as "Chill Out Time".

Considerations

- National Regulations; regulation/s, 81
- National Standards Section 2.1
- My Time Our Place Outcome 1

Procedure

From five pm every afternoon 'Chill Out Time' is in affect and children are encouraged to quieten down and relax in more peaceful activities. This is beneficial for the children as it is nearing time to be collected and return home where they will have dinners and go to bed.

We are flexible to the needs of children in our care and will provide alternative activities or a quiet place if and when needed for an individual child. Our staff will monitor the needs of children and will alter the daily program if required e.g. On a really hot day we may go inside and 'Chill Out' with a movie.



POLICY AREA 3

CHILDREN'S SAFETY

3.0 – Child Protection

Policy statement

Active Kids ASC is committed to ensuring the safety and welfare of children in the general community and within the services they operate. As part of endeavor to protect children and uphold the dignity and rights of the child, clear procedures are required to respond appropriately where there is concern for the safety or well-being of a child.

Procedures are in place to ensure that:

- Child-related employment is identified and positions are designated and managed in accordance with child protection legislation;
- Mandatory reporting requirements are met;
- Employment screening is undertaken for prospective appointments to all positions designated as child-related employment;
- Disclosures are sought from existing and prospective employees in designated positions;
- Reportable allegations are handled professionally and sensitively so as to meet legislative requirements and guarantee the safety and privacy of individuals.

Considerations

- National Regulations; regulation/s, 84, 176, 181, 273, 310 & 358
- National Standards Section 2.2, 4.1, 7.1
- My Time Our Place Outcome 1 & 3
- Children’s and Young Persons (Care and Protection) Act 1998
- Children (education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Working With Children Check NSW
- NSW Mandatory Reporting Guide, May 2013

Procedure

All staff, both paid and unpaid, volunteers and students are required to complete a “Working With Children Check” prior to being appointed, and this must be verified by the Approved Provider prior to this person being in contact with children.

Supervision

Staff must be aware of children and the environment at all times. Adequate supervision is an important part of providing a safe and protective environment. The centre will assess the level of supervision required in all situations, accounting the development of each child and the potential for incident to occur. Appropriate staff to child ratio will be maintained at all times.

Students, volunteers and visitors will not be left unsupervised with the children.

Children will only be released from the centre to persons who are authorised to collect them. (See ‘Arrival and Departure’ page 26 and ‘Acceptance and Refusal of Authorisation’, page 62)

Mandatory Reporting

A Mandatory Reporter is someone who is required by law to make a report to Community Services if they have current concerns about the safety, welfare or wellbeing of a child. A child is defined as a person under 16 years of age. Mandatory Reports are not required to report on unborn children, or those 16-17 years of age, but are encouraged to do so.

All Staff working in OSHC (outside school's hours care) are Mandatory Reporters. Every Educator or person in a Management role has a legal and ethical obligation to act and protect any child who is at significant risk of harm. Any staff member who holds a Responsible Person role must have a certificate in Child Protection "Identify and Respond to Young People at Risk" (CHCPRT001).

Areas of Concern include:

- Physical Abuse
- Neglect
- Sexual Abuse
- Domestic Violence
- Psychological Harm
- Relinquishing Care
- Parent/Carer domestic violence
- Parent/carer substance abuse
- Parent/carer mental health

Any Educator who forms a belief on reasonable grounds that a child is at significant risk of harm should immediately complete an incident/injury/trauma report form, ensuring objectivity and following service procedure on confidentiality and privacy. The Educator must then discuss these with the Educational Leader or Approved Provider.

To confirm if notification is required, the Educational Leader or Approved Provider in conjunction with the educator will use the online mandatory reporter guide - <https://reporter.childstory.nsw.gov.au/s/mrg> to ascertain if the report shows the child at significant risk of harm.

Where it is determined that there is significant risk of harm a report will be made.

Staff should be aware that they are protected as a notifier under The Commission for Children and Young Persons (Care and Protection) Act (1998).

If there is an immediate risk or life-threatening situation contact 000 immediately.

Responding to a Child's Disclosure

If a child discloses allegations of abuse, it is vital that the Educator involved is ready to listen attentively and remain calm and supportive. Finding a quiet, private place to talk and allowing the child to tell their story in their own words is important. Educators should avoid asking leading questions or probing for information that the child is not ready to disclose. It is important that the child is reassured that they have done the right thing in telling someone what has happened and that they have a right to feel safe. The Educator should assure the child that they believe them and will try and help

3.1 – Arrivals and Departure

Policy statement

We aim to provide a procedure for arrivals and departures of children, which is clear and ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care for their children.

Considerations

- National Regulations; regulation/s, 157,158, 160 and 161
- National Standards Section 2.2, 6.1, 7.1

Procedure

As both a legal and insurance requirement all children must be signed in and out of the centre each day.

The centre holds no responsibility for children who are not signed in. Children should not be dropped off before the centre opens and Parents/Caregivers should not leave children waiting on their own.

No Parent/Caregiver may collect their child unless they personally come into the centre and enter the departure time in the attendance register provided.

Only designated pick up people may collect a child. If someone is prohibited from visiting the centre or collecting your child, THIS INFORMATION MUST BE INCLUDED ON THE ENROLMENT FORM. A copy of the relevant court order must be provided. (Please see 'Court Orders' on page 30)

All people who are authorised to collect children must be listed on the enrolment form. If someone different from the authorised list is collecting a child staff must be informed prior to pick up by the Parent/Caregiver.

Staff may request photo Id to identify a person collecting the child. Staff may also contact a Parent/Caregiver to confirm identity.

Parent/caregivers must notify staff of their collection of the child. If the parent/caregiver has signed out the child in the room but has collected the child from another location where the group is playing, they must let a staff member know they have signed the child out and will be collecting them.

Similarly, the person dropping off a child must ensure that an educator is aware of their child's presence before leaving the centre and that any special needs have been communicated. The person dropping off their child must be sure to complete any relevant forms i.e., medication forms, permission slips etc. And must allow themselves time to do this.

If a child has caught a bus to the location of care, then their care with Active Kids ASC does not commence until they have arrived and been signed in by the supervisor on duty.

As children arrive at After School Care from school they will be marked off an educators list and their time of arrival noted.

When Before School Care ceases and the children are released into the school grounds an educator will sign each child out with their time of departure.

Under special circumstances the educators may physically sign out the child if the authorised pick up person is present. This may be due to health and safety measures.

3.2 – [Catching a School Bus to Active Kids](#)

Policy statement

Active Kids SCC is also open to children from Blue Hills College and Active Kids St Mary's is also open to children of Casino Public school. It is the aim of Active Kids to include these schools to provide an Out of Hours School Care service. Blue Hills and Casino Public School children will use Local School Bus transport to travel from their school to Active Kids. These transport arrangements are separate from the provision of education and care of the children under Active Kids ASC. Active Kids do not commence care of the child until they have arrived on St Mary's and SCC and have been signed in by the educator, however, if the child is booked in and they do not arrive they will follow all procedures as outlined below.

Procedures

The bus that is required to be caught will be communicated to the families however parents should be proactive in being aware of any changes in the bus schedule.

Upon arrival at SCC and St Mary's, an Active Kids Educator will be waiting at the stop to collect and sign in the children. If any children who were booked in to attend and have not arrived then the Active Kids Staff members will firstly ring the parents/carers to source the location of the child, they will then call work numbers and the school. If contact and a confirmation of location cannot be reached, then educators will call the emergency contacts. If contact and confirmation of location cannot be reached, then educators will contact the local police to notify them of missing child. It is of the utmost importance for parents to contact Active Kids and notify them that child will not be attending Active Kids whether because of absence from school, parent pick up etc.

It is a policy of Northern Rivers Bus lines that all school bus drivers have their Working with Children Checks.

It is the family's responsibility to ensure their child/ren has a bus pass. It is the family's responsibility to find out where the child needs to go to catch the bus, this may include making the child/rens teacher aware of the bus they are catching or talking to office staff.

Before commencing care at Active Kids parents/carers of children from Blue Hills and Casino Public school must sign a document that outlines their understanding of this policy.

3.3 – [Absences](#)

Policy statement

We will ensure the safety and welfare of the children by ensuring clear communication and co-operation between the centre, parents and the school. Children who are absent without notice from After School Care will be treated with extreme seriousness until educators are assured of their wellbeing.

Considerations

- National Regulations; regulation/s 99, 158
- National Standards Section 2.1 & 6.1
- My Time Our Place Outcome 1

Procedure

Parents and carers are to advise the centre if their child will be absent from a session that they are booked into care, whether it be before, after or vacation care, or a permanent or casual booking. Parents are asked to do this through phone call or text message to either the administration or centre line. They may also email through notification of absence however last minute and day-of cancellation are encouraged to be made through phone to ensure staff can see it.

Where a notification for an absence was given 7 days' notice the family will not be charged for that absent unless a child from a waitlist has been able to fill the spot.

Absences during Before and After School Care that were not notified will not be followed up by staff as the child was coming from home. However, failure to notify will result in full charge.

If a child is not present for after school care by the end of sign in time, and the centre has not been notified of their absence, the educator will:

- Contact the school office to see if child was absent from school or if they are aware of the child's whereabouts. If the child was absent from school the educator will cease attempting contact but may send a message to the parent/carer reminding them about our Absences policy.
- Call the parents/guardians to seek child's whereabouts. If the child still has not been located after this time and communication with the parents have not been made, the educator will:
 - Call parents/carers mobile, home phone, work numbers
 - If the above does to succeed in contact then they will call the emergency contacts for the child. The centre may seek further points of contact from the school office to assist.

If contact has either not been made or parents/carers think that the child should be in care but cannot be located then, the educator will:

- Contact the police to notify them of missing child.
- Make contact with the Approved Provider to alert them to the situation.
- Advise the parents/carers that the police have been contacted. If the parents have not made communication a text message and/or voicemail will be left on their phone alerting them to the situation.

Where the police are called, the Responsible person on duty will complete an Incident and Accident Report to record the incident.

The above procedure and policy regarding absent children are noted in the Parent Information Handbook that is provided to all families upon enrolment. Reminders about this policy may be sent via signage in the centre and email message where the centre feels it necessary to do so.

3.4 – [Late Pick Up](#)

Policy statement

We aim to provide a procedure for departures of children, which is clear and ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care for their children.

Considerations

- National Regulations; regulation/s, 157 &158
- National Standards Section 2.1, 6.1, 7.1

Procedure

Our centres close at 6pm. This time is clearly outlined to parents and carers in our programs, notice boards, Facebook page, flyers etc.

Children must be collected by the above closing time of 6pm. Any child collected after closing time may incur a Late Pick Up Fee. For any pick-ups after 6pm a \$20 fee will be applied automatically and then \$1 for every minute after 6:00pm.

If a child is not collected at closing time the parents and carers will be contacted unless communication of a late pick up has already been made. If contact with the parents cannot be made the emergency contacts will be contacted. If no contact can be made, then educator will contact the Approved Provider to notify them of the situation. The centre reserves the right to contact the police if by 6:30pm the child has still not been collected and there remains no contact by the parent/carer/emergency contacts. If the police are contacted a message through text/voicemail will be left for the parents/carers notifying them of the child's whereabouts.

If a parent/carer/emergency contact asks an educator to drive their child to them in their personal vehicle the educator will refuse. It is the parent's responsibility to pick up or arrange pick up of their child by themselves or an authorised contact.

If a parent continues to collect their child after closing time, the Educational Leader or Approved Provider will discuss other options with them. Late pick-ups may jeopardize the child's place in the centre and enrolment may be cancelled if late pick-ups continue.

3.5 – [Court Orders](#)

Policy statement

The Service recognizes and acknowledges the diverse and changing circumstances of children's families and shall endeavor to implement a best practice approach to managing the duty of care, whilst respecting the needs of parents and the legal environment surrounding family obligations.

Considerations

- National Regulations; regulation/s, 99, 157 and 160
- National Standards Section 2.1, 6.1, 7.1

Procedure

The Service recognizes and acknowledges the diverse and changing circumstances of children's families and shall endeavor to implement a best practice approach to managing the duty of care, whilst respecting the needs of parents and the legal environment surrounding family obligations.

Procedures

The service shall request that all families provide, upon enrolment of their child, certified copies of any legal documents and orders which may impact on the service to implement a duty of care.

The service shall request that all families, upon changing circumstances within the family unit, update their enrolment and provide certified copies of any legal documents and orders which may impact on the service to implement a duty of care.

The service shall inform all employees of the intent of the court orders whereas it applies to them and impact on their capacity to manage their own duty of care and that of the service towards the child/ren and family. The service employees shall take a best practice approach to managing the needs of children and families with care and sensitivity and work with families to support them in the provision of care for their children.

Families with children attending OSHC who have custodial or parenting plans in place are responsible for ensuring they comply with set requirements. The service shall endeavor to release children within the conditions as outlined in the certified documents and/or orders. However, should the safety of other children or educators be at risk, children will be released, and the custodial parent and/or police contacted immediately. The service employees shall respect and maintain the confidential nature of the documents through application of privacy laws. Information requested by parents relating to a child under a court order or parenting plan will be subject to the conditions as per the court order/parenting plan.

3.6 – Incidents and Accidents

Policy statement

We will ensure the safety and well-being of staff, children and visitors, within the centre and on excursions, through proper care and attention in the event of an accident. The centre will make every attempt to ensure sound management of the injury to prevent any worsening of the situation. Parents/Caregivers or emergency contacts will be informed immediately where the accident is serious. Clear emergency procedure should be maintained for the other children at the Centre.

Considerations

- National Regulations; regulation/s, 12, 85, 86,87,89, 161 & 162
- National Standards Section 2.1, 6.1, 7.1
- My Time Our Place, Outcome 1
- Work, Health and Safety Act 2011

Procedure

All families enrolling a child/ren to our service must give consent through their enrolment for the staff at Active Kids ASC to seek:

- Medical treatment for the child from a registered medical practitioner, hospital or ambulance service: and
- Transportation of the child by an ambulance service

If a child or adult has an accident while at the centre, they will be attended to by an educator who holds a first aid certificate.

In the case of medication being required in an emergency without prior consent of the Parents/Caregivers /Parent/Caregiver s/Caregivers s, staff are to secure that consent from a registered medical practitioner.

Anyone injured will be kept under adult supervision until they recover, or an authorised person takes charge of them.

In the case of a minor incident the first aid attendant will:

- Assess the injury
 - Attend to the injured person and apply first aid as required following the DRABC procedures
 - Ensure that disposable gloves are used with any contact with blood or bodily fluids
 - Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner
 - Ensure that anyone who has come in contact with any blood or bodily fluids wash in warm soapy water
 - Record the incident and treatment given in the communication book and on the minor incident form, indicating name, date, time, nature of injury, how occurred, treatment given and by whom, to be signed by staff and witnessed if possible
 - Notify the Parents/Caregivers either by phone after the incident if seen fit or on their arrival to collect the child
-
- Obtain Parent/Caregiver signature confirming knowledge of the accident

In the case of a major incident requiring more than first aid, the first aid attendant will:

- Assess the injury, and decide whether the ambulance should be called and tell the Supervisor/Responsible Person of their decision – The Supervisor/Responsible Person will contact Parents/Caregivers.
- If the child's injury is serious the first priority is to get immediate medical attention attend to the injured person and apply first aid required
- Ensure that disposable gloves are used with any contact with blood or bodily fluids
- Stay with the child until suitable help arrives, or further treatment taken
- Try to make the child comfortable and reassure them
- If an ambulance is called and the child is taken to hospital a staff member will accompany the child if suitable child : staff ratio's would remain in place at the centre.
- Contact and inform the Director.
- Record the incident and treatment given in the communication book and on the major incident form, indicating name, date, time, nature of injury, how occurred, treatment given and by whom, to be signed by staff and witnessed if possible
- Obtain Parent/Caregiver signature confirming knowledge of the accident the Director or other responsible staff member will:
- Notify the Parents/Caregivers or emergency contact person immediately regarding what happened, and action is being taken
- Ensure that all blood or bodily fluids are cleaned up in a safe manner
- Ensure that anyone who has come in contact with any blood or fluids washes in warm soapy water
- Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured child
- Staff will adhere to the Hygiene policy in all accident situations.

Incidents which result in serious injury to a child, must be reported to:

- Parents/Caregivers
- An ambulance service
- The police
- The Department of Community Services

3.7 – [Death of a Child](#)

Policy statement

Staff in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of such tragic circumstance as the death of a child, the staff will follow guidelines as set out below.

Considerations

- National Regulations; regulation/s, 12, 85, 86,87,89, 161 & 162
- National Standards Section 2.1, 6.1, 7.1
- My Time Our Place, Outcome 1
- Work, Health and Safety Act 2011

Procedure

The death of a child must be reported to:

- An ambulance service
- The police
- The Supervisor/Responsible Person/Director
- Work Cover
- The Department of Community Services

Clear emergency procedure should be maintained for the other children at the centre.

The Centre will notify the Parent/Caregiver that a serious incident has happened and advise them to contact the relevant medical agency.

It is not the role of the Active Kids to inform the Parent/Caregiver that their child has died. Counselling will be made available for all children and staff.

3.8 – [Emergencies](#)

Policy statement

We aim to provide an environment that provides for the safety and wellbeing of the Children at all times. All children and staff will be aware of, and practiced in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately undertaken.

Considerations

- National Regulations; regulation/s, 97 & 98,
- National Standards Section 2.1, 7.1
- My Time Our Place, Outcome 1, 3 & 4
- Work, Health and Safety Act 2011

Procedure: Emergency evacuation

- All staff, including relief staff, will be informed of the procedure and their specific duties identified in their orientation to the centre.
- Staff will make arrangements as to duties undertaken in the absence of other staff.
- Staff will be aware of fire danger and have appropriate training on the necessary procedures
- Emergency evacuation drills are performed during every school holiday vacation care with the children
- In the event of any emergency staff members will:
 - Evaluate the situation and the best action for evacuation
 - Roll call needs to take place as you evacuate your area to ensure all children are with staff.
 - Staff will then continue to take the children to the emergency evacuation point

 - The Educational Leader / Responsible Person will check all toilets, rooms, behind doors, playgrounds.
 - Supervise the children at the assembly area, and take a roll call of children again.
 - When the emergency service arrives the team leader will inform the officer in charge of the nature and location of the emergency and if there is anyone missing.
 - No one should re-enter the building until the officer in charge has said it is safe to do so.
 - Children will be provided with general fire drill procedures on a regular basis

Procedure: Non-evacuation

- Upon assessing the emergency. All staff and children are to remain inside.
- Staff are to check all areas and ensure that all children are in the one area.
- Ensure that all windows, blinds and doors are closed and locked if the threat is from outside.
- Staff are to seal all doors gaps with towels or other suitable clothing if contamination emergency is in place.
- Staff will do a roll call and head count to ensure all children are accounted for.
- Children and staff will ensure that all children are down low and quiet if the emergency is due to an unwanted person on the premises.
- Staff are to contact emergency services and inform them of the situation and await their response and instruction.

Procedure: Extreme Weather

In relation to extreme weather events, the service will take its lead predominantly from the school, weather warnings and forecasts. Therefore, if the school in which the service is located is closed, the OSHC service may also be closed. The Co-ordinator will be responsible to ensure that the heating and cooling requirements of the service are adequate and maintained at an acceptable temperature. In the case of extreme weather events and possible power outages, the Co-ordinator will ensure a storm pack including a torch and batteries is readily accessible to educators. The Co-ordinator will ensure the service mobile phone is accessible to educators, when required. The Co-ordinator will ensure that risk assessments are conducted for identified extreme weather events with control measures identified. Educators will be required to read and sign all risk assessments. During times of hot weather, educators and children will be encouraged to:

- Follow the service's Sun Safety Policy by wearing sun smart clothing, a broad brimmed hat and applying sunscreen.
- Drink fluids more frequently throughout the session, particularly cold water.
- Keep cool by wrapping a bandana or washer around their neck or using a mist bottle to spray themselves.

- Staying indoors, preferably in an air-conditioned or well-ventilated building with fans and open

windows.

- Limit strenuous outdoor activities by conducting games and activities indoors or in shaded areas outdoors. During times of inclement weather, educators and children will be encouraged to:
- Conduct games and activities indoors or in an undercover area outdoors.

If an extreme weather event occurs during service operating hours, the Co-ordinator will:

- Monitor the situation using their phones news/social media and contacts
- Ensure educator and children's safety by remaining indoors or in an area that is deemed safe. If, during normal operating hours, closure of the service is expected as the result of an extreme weather event, the Co-ordinator will:
- Contact Management to make them aware of the situation;
- Contact families to arrange collection of their child;
- Ensure the regulatory authority and relevant government agencies such as DEEWR are notified of closure as soon as practical.

3.9 – [Sun Safety](#)

Policy statement

Children will not be permitted to play outside without a hat during the Cancer Council high UV times. During outdoor play in these high UV times children will also be able to access sunscreen and zinc. It is not possible for educators to apply sunscreen to every child in our care, so parents must ensure they have taught their child how to apply their own sunscreen. Parents/caregivers are encouraged to apply sunscreen to their children before attending Vacation Care. It is the responsibility of the parent to send their children in appropriate sun safe clothing ie. A shirt that covers shoulders and wide brimmed hats.

Considerations

- National Regulations; regulation/s, 114
- National Standards Section 2.1, 3.1 7.1
- My Time Our Place, Outcome 1, 3 & 4
- Cancer Council NSW – SunSmart Recommendations

Procedures

Sunscreen and/or Zinc will be offered around to the group throughout the day 3 times a day (more or less depending on the intensity of the sun, time of day we are outside or activity)

Sunscreen will always be accessible to children and families in the centre.

Families should teach their children to apply their own sunscreen, but if the child is not capable than staff should be informed by family.

It is compulsory for children to wear hats when outdoors. If a child forgets to pack their hats spare ones will be available.

It is compulsory for children to wear a wet shirt/rash shirt/ t shirt during water-based play activities and the responsibility of the family to provide one.

Families are encouraged to be responsible with how they send their children to Active Kids and should send them in clothing that will protect them from the sun, ie. A wide brimmed hat rather than a peak hat, a shirt that covers shoulders.

Though we understand that UV rays are dangerous to all we understand that some children are more susceptible to being sun burnt than others. Families are encouraged to send these children with extra pre-cautionary sun protection (this could be, their own sunscreen or a light long sleeved shirt) as it teaches them important lessons about their skin.

We promote the education of Sun Safety with focused activities programmed during the warmer months. In the past these have been 'design your own hat' or visits from Lifeguards etc.

3.10 – [Safe Food Practices](#)

Policy Statement

The service recognises the need for effective food handling and storage practices to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten. All food which is handled (including preparing, eating or storing) at the Service is to be handled according to the recommended food handling and storage guidelines as set out in the Australian and New Zealand Food Standards Code.

Considerations

- National Regulations; regulation/s, 77 & 78
- National Standards Section 2.1, 3.1, 5.1 7.1
- My Time Our Place, Outcome 1, 3 & 4
- Food Standards Australia New Zealand – Food Safety Standards Fact Sheet
- NSW Public Health Act 2010

Procedures

The following food preparation and serving standards as determined by the Food Standards Australia and New Zealand (FSANZ), will be maintained at all times. Educators will observe the following guidelines in regard to hygiene when preparing food:

- Not prepare foods for others if they are ill
- Ensure they do not sneeze, cough or expel air over surfaces that may come into contact with food
- Always wash hands following sneezing, coughing, touching their hair or body, or blowing their nose
- Cover any wounds with appropriate waterproof food handler's Band-Aids
- Always wash hands thoroughly with warm soapy water and dry thoroughly with paper towel before and after touching food, and in between handling raw and ready to eat foods.
- Always wear gloves while preparing, handling or serving food
- Tie hair back when handling food
- Ensure outer clothing is of a level of cleanliness that is appropriate for the handling of food
- Instruct and supervise children to wash hands thoroughly before food consumption
- Ensure sufficient soap and hand drying equipment is made available

Educators will observe the following guidelines in regard to food handling, preparation and storage:

- Ensure cooking utensils are clean and washed to ensure appropriate sanitisation.

- Ensure the fridge, oven and hot plates (where applicable) are clean and kept clean by including in the termly cleaning schedule. All kitchen surfaces will be cleaned and sanitised before and after use.
- Separate preparation areas, storage areas and utensils will be used for raw foods, cooked foods and ready-to-eat foods to prevent cross-contamination. Chopping boards are colour coded and used only for certain foods and thoroughly cleaned and sanitised before and after food preparation.
- Clean sponges will be used. Sponges used for non-food purposes such as craft will be clearly marked and not used for kitchen purposes.
- Dishes are to be washed in warm, soapy water. Dishes will be air dried where possible.
- Avoid serving food from damaged containers such as dented tins or broken seals.
- Tongs will be used for the serving of food. Where possible, educators will encourage children to self-serve food and drinks, encouraging the development of their food handling skills (
- Check all “use by” dates. No food past its “use by” or “best before” date will be served at the Centre.
- Discard leftovers when spoiled
- Store foods in containers that are clean, easy to wash, have good fitting lids or are covered with plastic film. All containers will clearly display the use by/best before date.
- Wash all fruit and vegetables thoroughly.
- Always supervise children eating and warn them when food is hot.
- Avoid overfilling the freezer and fridge. This is extremely important for correct temperature regulation.
- Keep kitchen free from vermin and insects. Food scraps will be cleaned from the kitchen every day and garbage will be disposed of effectively.

The Approved Provider will ensure that nominated supervisors and Educators will implement adequate health and hygiene practices and that safe handling, preparing and storing of food is upheld. This will be addressed in initial training of staff as well as being reminded in staff meetings. The Approved Provider and the Nominated Supervisor will maintain these practices with regular ‘check in’s’ and observations.

3.11 – [Excursions](#)

Policy statement

We believe that excursions are an important part of the centre’s program as they provide variety and opportunity to expand a child’s experience, explore different environments and learn new skills. An authorised person’s permission will be sought for all excursions. Children on excursions will be ensured proper supervision and care, for the full duration of the excursion. All staff/child ratios will be maintained.

Considerations

- National Regulations; regulation/s, 73, 99, 100, 101 & 102
- National Standards Section 1.1, 1.2, 1.3, 2.1, 4.1, 6.2, 7.1
- My Time Our Place, Outcome 1, 2 & 4

Procedures

Planning excursions

Planned excursions will take the following action;

- The children’s ages, capabilities and interests

- Ways to maximise the children’s developmental experiences and safety
- Suitability of the venue and access including wheelchairs if required
- Access to food, drink and other facilities
- Weather conditions, which would make the venue unsuitable
- The specific clothing and equipment needs of the children
- Travel arrangements needed
- Staff are to visit or be familiar with the venue before undertaking the excursion to ensure that it is suitable, safe and accessible by all. Staff will phone venue ahead (if possible) when special requirements are needed
- When planning an excursion, alternative arrangements will be made for adverse weather conditions
- Staff will consider not just wet weather, but cold or hot weather conditions when making plans for excursions and the final decision to continue with the excursion.

Risk Assessment

The Responsible Person will ensure a risk assessment is carried out in accordance with the below:

- Identify any risks that the excursion may pose to the safety, wellbeing and health of any child.
- Specify how the identified risks will be managed and minimised.
- The risk assessment must consider –
 - The proposed route and destination
 - Any water hazards
 - And risks associated with water-based activities
 - The transport to and from
 - The number of adults and children involved in the excursion
 - Whether specialised skills are required for supervision
 - The proposed activities
 - The proposed duration
 - The items to be taken on excursion

Authorisation and notification

No child will be taken outside Active Kids ASC without the Parent/Caregiver’s written authorisation.

All excursions will be publicised to all Parents/Caregivers with full details of destination, times of departure and return and what the children should bring.

An excursion permission form will be filled out for each specific excursion indicating;

- Date
- Time
- Cost
- Proposed destination
- Method of transport
- Activities involved
- Estimated time frame of events and transport times
- Estimated number of children and educators to attend
- Contact number if possible
- Child’s name
- Parent/Caregiver’s name and signature.
- Notification that a risk assessment and policy and procedures has been prepared and is available

Transportation

Steps will be taken to ensure that all excursions comply with transport legislation and regulations. The transport policy will apply in relation to travelling to and from any venue.

All staff, relief staff, volunteers and Parents/Caregivers on the excursion will be made aware of the transport policy and procedures for supervising and assisting children while travelling in public or private transport or on walking excursions.

Particular attention will be made to assist children when boarding or alighting from public transport and when walking with children across roads or in crowded areas.

Staff ratios and supervision

- The staff to child ratios will be met at all times.
- As a general rule there will be a maximum of eight children to one educator for excursions.
- There will be a maximum of seven children to one educator for swimming.
- Responsible adult volunteers over the age of 18 may be used to augment adult to child ratios on excursions.
- Parents/Caregivers may be invited to assist.
- Supervision is of utmost importance and must be maintained at all times.
- Children will be at all times in the care of a responsible adult.
- A delegated Supervisor/Responsible Person will be appointed and have overall responsibility for the excursion.
- It is the responsibility of the Supervisor/Responsible Person to maintain head counts and take the roll at appropriate times.
- Bush walking excursions will only be undertaken in well known areas. Children and staff must remain on defined paths and be instructed in bush safety including what to do in case of a fire or if separated from the group.
- Dams, rivers and beaches are to be avoided for swimming purposes because of the dangers that they present.

Whilst on the excursion;

- No changes to the excursion itinerary will be made unless it is in the best interest of the children's safety and wellbeing

Information and equipment to be taken on the excursion will include;

- A list of all children on the excursion, with relevant personal details and Parent/Caregiver contact numbers (a list of children on excursions will also be kept at Active Kids ASC)
- A list of all relevant and emergency procedures and contact numbers, to be readily accessible to all staff at all times
- A fully stocked portable first aid kit
- Spare drinking water
- Active Kids ASC's emergency, accident, illness and medication, sun protection policies will be implemented on excursions as required.
- All children will be instructed regarding behaviour on the excursion and what to do if they are separated from the group.
- The excursion may be cancelled in extreme weather conditions at the discretion of the Director.
- Outdoor excursions must be cancelled in the event of an electrical storm

3.12 – [Water Safety](#)

Policy statement

We recognise that the safety of children is paramount when in or around water. We will ensure that children are supervised at all times especially during water play, excursions and around bodies of water.

Considerations

- National Regulations; regulation/s, 100, 101 & 102
- National Standards Section 2.1, 4.1, 7.1
- My Time Our Place, Outcome 1 & 3
- Kidsafe NSW 'kids in and around water'

Procedures

Excursions that involve swimming or activities closely located to water will be planned to enable a staff to child ratio of 1:7. Staff will ensure children are kept in sight at all times.

A risk assessment will be conducted prior to any excursions, including in or around bodies of water.

For excursions where swimming is included all parents/carers will be asked to indicate their child's swimming ability. If the child is deemed in-competent to swim without one on one support the child will not be allowed to swim.

Swimming Session at GSAC

Prior to every swim session at GSAC each child will be swim tested; no matter if this is the child's first day or 100th day. Each child will be asked to swim 25 metre, the children will complete this swim test against the edge of the pool and with an educator nearby with a floatation device is needed. The children will be given a band confirming whether they are in the small pool or big pool. The big pool is the 25-metre lap pool with access to the inflatable and water slide. Children given a band to the small pool will be restricted to the shallower pool and will also be able to utilise the water slide.

Our swim session is a part of our program and it is ideal for all children to participate in this session. If your child is too sick to swim, then they are too sick to be at Vacation Care and should be kept at home. Books and/or colouring will be provided for children who are sitting out of the swim session.



POLICY AREA 4

PHYSICAL ENVIRONMENT

4.0 – [Environmental Considerations](#)

Policy statement

At Active Kids we aim to connect with nature and work towards being a sustainable service by incorporating environmentally friendly practices. We strive to teach children about caring for our environment and promote a positive and sustainable way of living. All children deserve to be surrounded by a clean and healthy environment and taught to respect the Earth and its precious resources.

Considerations

- National Regulations; regulation/s
- National Standards Section 1.1,1.2, 2.1, 3.2 & 6.2
- My Time Our Place, Outcome 1, 2, 3 & 4
- Protection of the Environment Operations Act 1997

Procedures

Programming will include opportunities both planned and un-planned for children to connect with nature and learn about nature. These activities may be:

- Building Vegetable gardens, composting
- Utilising recycled objects
- Responsible recycling
- Using resources to further expand our environmental knowledge
- Having special guests visit to speak or run activities centered on the environment
- Conducting excursions
- Animal experiences

Educators will be encouraged to promote resource conservation and healthier living.

The management team will endeavor to seek new and exciting ways to incorporate environment into the program.

Active Kids will have a recycling bin in all centres.

4.1 – [Maintenance](#)

Policy statement

We will provide a safe and secure environment through proper and immediate attention to all aspects of building and equipment repairs and maintenance.

Considerations

- National Regulations; regulation/s, 103 & 105
- National Standards Section 2.2 & 3.1
- My Time Our Place, Outcome 1
- Work Health and Safety Act 2011

Procedures

Buildings and all equipment will be maintained in a safe, clean condition and in good repair at all times.

There must be no damaged plugs, sockets, power cords or extension cords.

Electrical appliances shall be in good working order.

The centre and equipment will be regularly checked to ensure that they are in good and safe condition and comply with relevant legislative standards.

Anything that requires maintenance is to be reported to the Director as soon as possible.

Faulty equipment should be removed.

4.3 – Tobacco, Drug and Alcohol-Free Environment

Policy statement

Active Kids acknowledges the importance of ensuring all children are cared for in an environment that free from tobacco, drugs and alcohol.

Considerations

- National Regulations; regulation/s, 82 & 83
- National Standards Section 2.1 & 2.2
- My Time Our Place, Outcome 3
- Duty of Care

Procedures

Smoking, drinking and consumption of illicit drugs will not be permitted on the centre grounds

Staff and educators employed by Active Kids ASC as well as volunteers, students or visitors to the centre will not smoke, drink or consume drugs whilst at the centre nor will they present to the centre under the influence of alcohol or drugs or smelling of tobacco.

Parents, family members and visitors to the centre will not be permitted to smoke, drink or consume drugs on the premises and will adhere to the tobacco, drug and alcohol-free environment policy.



POLICY AREA 5

STAFFING ARRANGEMENTS

5.0 – [Staff Training](#)

Policy Statement

We aim to ensure there is an effective process in place to enable staff to be fully equipped to carry out their duties in the best possible way. An Orientation and Induction process will be developed and carried out for all employees in the centre, providing them with a clear understanding about the service and its operations and what is expected of them within the centre.

Considerations

- National Regulations; regulation/s, 145 and 147
- National Standards Section 2.2, 4.1, 4.2, 7.1 & 7.2

Procedures

The director or nominated person will conduct a induction process as soon as possible after the applicant has accepted a position at the centre.

The Induction process will include:

- Information about how our centres are run; the management team's roles
- A tour of the service
- Being shown where all relevant records are kept
- Discussion about working arrangements and expectations, including code of conduct and duty of care
- Discussion surround WHS in the workplace, emergency procedures, day-to-day routines and child protection, including instruction on being a mandatory reporter
- Opportunity to ask any questions regarding the centre or expectations

A new staff member will be provided with a 'Staff Induction' booklet that they are asked to take home, read over and sign to show there understanding and reading of the document. The below is contained in the booklet:

- Information on Probation Period
- Information on Staff Evaluations
- Pay Rate
- Uniform
- Phone policy
- Employment Type
- Work Ethic
- Duties
- Active Kids Philosophy
- Policy and Procedures on Medical Conditions
- A staff details section to fill out and provide personal information, payment information etc

After a probation period of 3 months the Director will assess a staff members place at the centre and advise if they are required for further shifts. If invited to continue working with Active Kids a Staff Evaluation will be completed.

5.1 – [Staff Code of Conduct](#)

Policy Statement

All staff employed by Active Kids ASC are expected to behave in a way which reflects their respect for the commitment to the families with which they work, the company for whom they work and their colleagues. The professional attitude and behaviour of the staff is of the utmost importance to the provision of a quality service with a positive reputation in the community and the standard of care provided for the children and families in the centre. We aim to provide clear guidelines to the staff regarding the expectations for professional behaviour at the centre. Any staff member who does not adhere to these principles is deemed to be behaving inappropriately and as such may have their employment reviewed, which could lead to termination.

Considerations

- National Regulations; regulation/s, 82, 83, 84, 136, 155 and 156
- National Standards Section 4.1, 4.2, 5.1, 6.1, 7.1 & 7.2
- My Time Our Place, Outcome 1
- Duty of Care

Procedures

Staff will be expected to:

- Know, understand and perform their duties as per their job description
- Display a high degree of courtesy and respect towards the centre and its staff, the families and children, to each other as staff members and to the school/facility we operate within
- Value the differences of the people with whom they work and care, understanding that there are differing opinions, values and beliefs
- Start duties on time
- Dress appropriately as per the Uniform guidelines provided at commencement of employment
- Attend all meetings as requested
- Undertake a commitment to have the minimum level of qualifications and to strive to improve their personal skills
- Be a positive role model for other staff and children
- Know and follow the child protection policies
- Maintain expected standards of performance
- Carry out all reasonable requests given by the centre director, educational leader or superior
- Take care of and respect the property of the centre and ensure all items are treated with care and respect
- Ensure all documentation provided by the centre is to remain the property of Active Kids ASC and is not to be shared with other organisations without authorisation
- Ensure behaviour leads to high standards of integrity and conduct so that the reputation of the centre is not harmed in any way
- Ensure the information about families and information about the affairs (financial or otherwise) of the centre must be kept confidential at all times
- Not slander the centre, its employees or families
- Not use social media to discuss anything related to the centre of your employment, employer or the company
- Not communicate with children from any of the Active Kids ASC centres on social media, 'friend requests' or the like received by children of the centre should be declined
- Not attend work under the influence of drugs or alcohol

- Not smoke in or around the centre. Not to come to work smelling of tobacco
- Use only suitable language which is not offensive to other staff, families and children
- Be organised and have all of the materials and equipment needed at the start of their shift.
- All staff are expected to help with the general cleaning duties.
- Refer to the daily list of activities programmed to have a good understanding of how the day shall run

5.2 – [Determining Responsible Person](#)

Policy statement

The approved provider will ensure that the centre determines a responsible person to be day-to-day charge of the service and contactable at all times where the service is in operation.

Considerations

- National Regulations; regulation/s, 118,147, 148, 150
- National Standards Section 2.2, 4.1, 4.2, 7.1 & 7.2
- My Time Our Place, outcome 1
- National Quality Framework – Responsible Person Information Sheet

Procedures

The centre must always have a Responsible Person physically present at all times whilst the service is in operation.

A Responsible Person can be:

1. The Approved Provider
2. The Educational Leader
3. An Educator who meets all qualification levels

The Responsible Person must meet the below qualifications:

1. Be 18 years or older
2. Have adequate knowledge and understanding of the provision of education and care to children
3. Have an ability to effectively supervise and manage an education and care service.
4. Have a current Working with Children Check
5. Hold a current First Aid Certificate with certified Anaphylactic and Asthma Training
6. Hold a Working with Young Children at Risk Certificate

5.3 – [Staff to Child Ratio](#)

Policy statement

Active Kids believe that the staff to child ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive staff, child and Parent/Caregiver interactions and quality and safe care through ensuring that we meet the standards as outlined in the National Standards. Active Kids staff to child ratio is based on the findings of ongoing risk assessment and by maintaining the minimum standards as outlined in the National Standards.

Considerations

- National Regulations; regulation/s, 122
- National Standards Section 2.2, 4.1,7.1 & 7.2
- My Time Our Place, outcome 1

Procedures

The staff: child ratios as outlined in the Standards will be met at all times.

- There will be a maximum of 15 children to 1 staff member.
- A risk assessment is carried out for swim sessions. Our risk assessment allows a ratio of 7 children to 1 staff member. See our Water Safety policy on page 39 for more info.
- A risk assessment is carried out for our typical excursions. Our risk assessment allows a ratio of 8 children to 1 staff member. See our Excursion policy on page 37 for more info.
- When staff is sick or unable to attend work, appropriate relief staff will be employed to meet the standards.
- For an emergency that would cause staff to leave the centre or if a staff member became sick, a replacement should be obtained before the staff member leaves the centre or activities will be adjusted to accommodate safe supervision until the emergency can be resolved.
- Where possible such as excursions extra care givers will be encouraged to participate to assist in providing a higher standard of care.

5.4 – [Participation of Volunteers and Students](#)

Policy statement

We will ensure the safe and proper care of the children in the centre by having clear guidelines for any person who enters the centre as a volunteer or student and is involved with the children in any way.

Considerations

- National Regulations; regulation/s, 149
- National Standards Section 2.2, 4.1,7.1 & 7.2
- My Time Our Place, outcome 1

Procedures

As set out in Regulation 149:

- The staff record must include the full name, address and date of birth of each student or volunteer who participates in the centre-based service
- The approved provider of a centre-based service must also keep a record for each day on which the student or volunteer participates in the service, the date and hours of participation.

Volunteers and students must adhere to the below:

- Not discuss children's development or other issues with parents
- Maintain all areas of confidentiality
- Ensure behaviour leads to high standards of integrity and conduct so that the reputation of the centre is not harmed in any way



POLICY AREA 6

RELATIONSHIPS WITH CHILDREN

6.0 – Interactions with Children & Relationships with Groups

Policy Statement

We believe that positive interactions between educators and children will have a profound effect on a child's self-esteem and assist children to develop to their fullest potential; socially and cognitively. Positive relationships ensure that children are able to develop a sense of belonging to the centre and their community.

Considerations

- National Regulations; regulation/s, 73, 155 & 156
- National Standards Section 1.1, 1.2, 4.2, 5.1, 5.2 & 7.1
- My Time Our Place, outcome 1, 2, 3, 4 & 5
- United Nations 'Rights of The Child'

Procedures

Under regulation 155, an approved provider must take reasonable steps to ensure that the education and care service provides education and care to children in a way that-

- Encourages the children to express themselves and their opinions
- Allows the children to undertake experiences that develop self-reliance and self-esteem
- Maintains the dignity and rights of each child
- Gives each child positive guidance and encouragement toward acceptable behaviour
- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for by the service

The approved Provider of an education and care service must take reasonable steps to ensure that the service provides children with opportunities to interact and develop respectful and positive relationships with each other and with staff members of, and volunteers at, the service.

The approved provider must have regard to the size and the composition of the groups in which children are being educated and cared for by the service.

Through positive, supportive and intentional relationship building, educators will:

- Treat all children equally regardless of race, cultural background, religion, sex or ability
- Lead by example and promote respect, democracy, honesty, integrity, justice, courage and a collaborative environment for all users to promote a positive interactive learning community
- Facilitate the children's development of skills in interactions and communication to ensure all interactions are non-bias, non-discriminatory, non-threatening, respectful, and will not humiliate, scare, threaten or harm any other person
- Ensure the program of activities is planned, evaluated, and extended on, to facilitate individuals' strengths and interests and to ensure children have opportunities to try new activities, take risks and develop a sense of achievement
- Ensure the routine is reviewed regularly so it is developmentally and age appropriate and that educator's expectations of children are based on their age and development
- Regularly meet outside of the program hours to discuss the development of the program, numbers of attendance, experience and knowledge of individual children's needs, routines and current goals and strategies

- Collaborate with children regarding the daily routines and programming so they can contribute ideas based on their current needs, interests, skills and abilities
- Ensure the children participate in the documentation of their activities, participation, achievements and learnings
- Ensure children’s reflections, contributions, ideas, feedback, opinions are sought by the educators regularly throughout the program and in a variety of situations. The documentation is used to enhance and enrich the program
- Ensure the children will not be required to participate in activities that are inappropriate in relation to each child’s family and cultural values, age, physical and intellectual development or capacity
- Monitor, support, facilitate and guide interactions between peers where required
- Ensure relationships are strengthened as educators and children share decisions, respect and trust each other and learn together
- Promote diversity of opinion, culture and interests and incorporate these into the program
- Ensure the children have many opportunities to take on different levels of responsibility and encourage independence for children to make decisions for themselves
- Ensure children are consulted on the strategies for positive and acceptable behaviour at the Centre and discuss strategies with children individually and in group situations on a regular basis
- Model respectful and positive interactions with the children, with each other and with families
- Value the partnership with families and consult with families on a regular basis
- Consult with the school community to ensure the strategies are consistent with the school’s strategies
- Actively play alongside the children as this is the best place to adequately supervise, respond and promote positive interactions and learning
- Promote and model positive guidance and conflict resolution through supporting interactions, role modelling and play

6.1 – [Behaviour Management](#)

Policy statement

We aim to provide an environment where all Parents/Caregivers, staff and children feel safe, cared for and relaxed and which encourages co-operation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged, and self-discipline skills developed through positive example and direction.

Considerations

- National Regulations; regulation/s, 155 & 156
- National Standards Section 1.1, 1.2, 4.2, 5.1, 5.2 & 7.1
- My Time Our Place, outcome 1, 2, 3, 4 & 5
- United Nations ‘Rights of The Child’
- Children’s and Young Person (care and protection act) 1998

Procedures

- Basic rules and clear guidelines of acceptable behaviour will be established, and children will be asked to join in conversation of our rules.
- Rules will encourage respect for the rights of others and help create a caring environment and be based on safety, order and cleanliness.

- All rules will be clearly expressed in a positive way and reinforced consistently.
- Rules will be displayed at the centre at all times.
- All consequences to breaking centre rules will be relevant to the individual situation determined by the Supervisor/Responsible Person or staff.
- No child is to be subjected to, or threatened with, corporal punishment.
- No child is to have food or other basic needs withdrawn as part of punishment.
- Staff will only use time-out for short periods, where children are encouraged to sit and think. Staff will follow up all time-out situations by discussing the situation with the child and working together on better solutions for future behaviour.
- Episodes of time-out will be discussed with the Parent/Caregiver.
- Positive behaviour will be encouraged by role modelling, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.
- Children are to be given opportunities that enable them to be responsible for their own behaviour through the development of problem-solving skills.
- Children will be encouraged to seek support when necessary.
- Staff will have access to support in positive approaches to behaviour management.

Unacceptable behaviour- Acting in a threatening way, bullying their peers or Staff, being physically aggressive or violent toward their peers or Active Kids Staff. Acting in a sexually inappropriate manner, running away and or hiding from staff, being consistently disrespectful, consistently not following rules and directions.

Consequence- their parents will be called and asked to collect their child immediately, if they are not available their emergency contacts will be called.

This will then result in suspension or expulsion from Active Kids after school care.

To assist in maintaining a positive, safe and caring environment the staff and children will have the following responsibilities:

The children will:

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability.
- Treat each other with respect, courtesy and understanding.
- Be encouraged to maintain positive communication and relationships between staff, children and other adults.
- Ensure that appropriate language is used at all times.
- Know and fulfil their responsibilities.
- Settle their differences in a peaceful manner; try to use communication to resolve difficulties, rather than resort to violence.
- Develop self-discipline skills through positive example and direction.
- Develop an understanding that behaviour results from choice made by the individual and that all behaviour has consequences.

The Staff will:

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability.
- Treat children with respect, courtesy and understanding.
- Maintain positive communication with the children at all times
- Communicate to the children in a child-friendly, positive and courteous manner and staff will always ensure that they have been understood.

- Use voice intonations, facial expressions, and explanations as methods of discipline.
- Avoid shouting at children Parents and guardians are not permitted to approach other children attending the service regarding incidents/issues.

6.2 – [Expulsions and Suspension](#)

Policy statement

We aim to provide an environment which promotes the safety and wellbeing of all children in our care. Where a child displays consistent unacceptable behaviour, their behaviour is deemed unable to meet the educator to child ratio of 1:15 or presents a threat to others, reasonable steps will be taken to ensure the safety and wellbeing of others within the centre. Temporary or permanent exclusion of the child may be enforced at the discretion of the Director and Educational Leader.

Considerations

- National Regulations; regulation/s, 85, 86, 87, 155 & 156
- National Standards Section 2.1, 2.2, 4.1, 5.1, 5.2 & 7.1
- My Time Our Place, outcome 1, 2, 3, & 5
- United Nations 'Rights of The Child'
- Children's and Young Person (care and protection act) 1998

Procedures

Should unacceptable behaviour be consistent and steps taken to manage behaviour be futile OR a child is deemed unable to participate on a 1:15 child to educator ratio OR an isolated incident occurs where a child is violent, threatening or sexually inappropriate the Director alongside the Educational Leader and Educators will discuss the child's enrolment.

Where, in the interest of the child and other children at the centre, exclusion is seen as the only step to be taken, this will be decided by the Director. Exclusion may be a temporary arrangement, known as a suspension, whilst strategies for dealing with the behaviour are discussed by all involved parties.

Active Kids ASC reserves the right, to temporarily or permanently exclude a child due to behaviour.

Our service also has the right to refuse care to children who parents/caregivers act in an offensive, bullying, threatening or but not limited to inappropriate behavior's towards our staff, other parents or children. See page 58 For our policy on Code of Conduct for Parents, Carers and Authorised Pick-ups.



POLICY AREA 7

RELATIONSHIPS WITH FAMILIES & COMMUNITY

7.0 – [Children’s Enrolment & Orientation](#)

Policy statement

We aim to provide an efficient enrolment procedure that is clear and understandable to all. We will ensure the confidentiality of information provided to us through the practice of secure recording and filing procedures. We aim to assist children in their transition into a new environment.

Considerations

- National Regulations; regulation/s, 160, 161 & 162
- National Standards Section 6.1, 6.2, 7.1 & 7.2

Procedures

Enrolment at each centre is open to the below:

Active Kids GSAC: Primary School Children of ALL Schools. However, Children in Kindergarten will not be permitted attendance until the holidays separating term 1 to term 2.

Active Kids SCC: Primary School Children of Summerland Christian College and Blue Hills College

Active Kids St Carthages: Only children of the school are permitted to attend.

Active Kids St Mary’s: Only children of the school are permitted to attend Before School Care. However, children from Casino Public School may attend After School Care and children of all primary school are permitted to attend the Vacation care Program

Active Kids St Francis: Only children of the school are permitted to attend Before and After School Care. However, children from all primary schools are permitted to attend the Vacation care Program

* Children in year 7 at high school may only be permitted at the centres with directors’ discretion.

An online enrolment form (or a hard copy enrolment form where the family is unable to complete online) must be completed for each child prior to attendance.

The administration team will go over each enrolment form prior to accepting or denying the enrolment to ensure all the appropriate fields have been completed. If necessary, admin will contact the family to retrieve any missing or clarify any details. If the enrolment is confirmed the family will receive an email advising them of such.

The enrolment form must be completed in full for each child (parents are not to write “see child 1” or the like in place of necessary information) and must contain the below information (as specified in regulation 160):

- The full name, date of birth and address of the child
- The name, address and contact details of:
 - o Each Parent or present parent
 - o Any person who is to be notified of an emergency situation involving the child
 - o Any person who is an authorised collector of the child
- Details of any court orders, parenting orders or parenting plans relating to powers, duties, responsibilities or authorities of any person in relation to the child or access of the child

- The gender of the child
- The language used in the child's home
- The cultural background of the child and, if applicable, the parents
- Any special considerations for the child, for example, any cultural, religious, or dietary requirements or additional needs

The relevant authorizations set out in regulation 161;

- an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and ii. transportation of the child by an ambulance service; and

The relevant health information set out in regulation 162;

- The name, address and telephone number of the child's registered medical practitioner or medical service; and
- if available, the child's Medicare number; and
- details of any— i. specific healthcare needs of the child, including any medical condition; and ii. allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and
- any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy referred to above; and
- details of any dietary restrictions for the child; and
- the immunisation status of the child; and
- if the approved provider or an educator or family day care educator has sighted a child health record for the child, a notation to that effect; and
- in relation to New South Wales, certificates for immunisation or exemption for the child, as required under section 87(1), (2) and (3) of the Public Health Act 2010 of New South Wales.

Parents and carers are to keep the service updated in regard to any changes to the above details of their child's enrolment. Families are reminded to update their enrolments annually. It is the families responsibility to notify the service of any new diagnosis, health or medical update upon diagnosis etc.

Upon receiving a new enrolment for before and after school care families are invited to attend an orientation of the centre that would be run by either the director or Educational Leader.

Children that are attending Active Kids for the first time are greeted warmly & introduced to staff and children. During our morning rules special mention is made of any new children. New children are introduced and the whole group will greet the child together. Children are encouraged to make the new child feel welcome and help them out if they are unsure. Staff will keep a special eye open for new children ensuring they are included and enjoy their session.

7.1 – [Fee Policy and Child Care Subsidy](#)

Policy statement

We aim to provide a quality service.

Considerations

- National Regulations
- National Standards Section 6.1, 6.2, 7.1 & 7.2

Procedures

Once a week, families will receive the previous weeks invoice/statement of usage details via email. It is expected and required that this invoice be paid in full by the Friday at the end of the week of invoicing. Parents may also pay in advance if desired.

Direct Debit is our preferred method of payment. Families can sign up to direct debit upon enrolment or through log in afterwards, by filling out a hard copy direct debit form or by signing up over phone or email with our admin team. A small processing fee for direct debit will be incurred and is collected by our third-party software, not by Active Kids. The amount is dependent on your bank or credit card provider.

If paying by Bank Transfer it is required to give an identifiable reference, families can see details on what to put as their reference on their invoice. Payments made with no reference will be held by Active Kids until the payee can be found.

Active Kids requires 7 days' notice for a cancellation otherwise full fees will be applied. However, if less than 7 days' notice is given, and we can fill the place with someone from a waitlist no charge will be applied (this will only happen IF a waitlist is in effect for the session). Where a child is excluded due to non-immunisation in the event of an vaccine-preventable outbreak, full fees will still be charged.

All invoices will be inclusive of Child Care Subsidy (CCS) where the family is eligible and have 'confirmed' their enrolment with Active Kids. It is the responsibility of the family to ensure they have done everything they need in order to receive the Child Care Subsidy. Full fees are due to be paid to Active Kids and whilst our admin team will do their best to assist you with being CCS ready it is ultimately your responsibility as we are not able to resolve your eligibility for you.

The centre is approved to offer Child Care Subsidy (CCS) to eligible families. This subsidy is paid to the centre. Families must apply for CCS directly through Centrelink and this can take many weeks. Once a family has been approved for CCS, they must provide their CRN details and correct DOB's. Once this has been lodged by Active Kids the family will need to login to MyGov, select 'child care subsidy' then select 'enrolments' and confirm each child's enrolment with Active Kids. No CCS will be paid to the centre until the enrolments have been confirmed. Upon the first session of care the families will need to sign a Complying Written Arrangement (CWA).

Fees may be increased for whatever reason and the administration body will notify the parents/caregivers of the increase.

Unpaid Accounts will be forwarded to a debt collector.

Late fees may be applied.

Unpaid accounts or consistent late paying may result in the cancellation of your child/ren's enrolment with Active Kids.

Our fees are outlined below:

SESSION	Permanent	Casual
<i>Before School Care</i>	\$20	\$25
<i>After School Care</i>	\$30	\$35
<i>Vacation Care/Pupil Free Day/ Staff Development Day</i>	\$72.50	

A permanent session is a schedule that has been booked for your child for an ongoing amount of time with no foreseen changes to occur.

A casual session is a session booked out of the regular or for a short period of time. It may have been booked on the day or sometime prior as a one off session.

7.2 – [Lost Property](#)

Policy statement

Active kids after school care does not take responsibility for personal items which are lost, stolen or damaged.

Considerations

- National Regulations
- National Standards

Procedures

Children are advised to refrain from bringing expensive items to the Centre.

There is a lost property collection at the completion of each program.

Lost property will be held for a period of 4 weeks after the finish of the holiday program, after this period it will be donated to charity.

To avoid items being lost Parents/Caregivers are encouraged to label all belongings clearly.

7.3 – [Code of Conduct for Parents, Carers and Authorised Collectors](#)

Policy statement

At Active Kids ASC, we aim to provide a welcoming, inclusive and safe environment for all. We believe parents play a crucial and valuable role in the effective operation of the centre and in enriching the children's program. The centre has a legal responsibility to provide, as far as practicable, a safe workplace that is free from discrimination, bullying and harassment.

This code of conduct for parents, carers and authorised collectors reflects the values and beliefs of the centre and assists in the safety and wellbeing of children, families and educators. Any person who jeopardizes the safety and wellbeing of anyone in the Active Kids community will have their child/rens position ceased.

Considerations

- National Regulations; regulation/s, 155, 156 & 157
- National Standards Section 2.2, 4.2, 6.1, 6.2, 7.1 & 7.2
- My Time Our Place, outcome 1, 2, 3 & 5

Procedures

Parents, carers and authorised collectors have a responsibility to support the efforts of educators in maintaining a safe and respectful environment for all educators, children and families.

Parents, carers and authorised collectors should display and encourage their children to appreciate the importance of honesty, respect for property and the environment and respect the rights of others.

Parents, carers and authorised collectors are required to follow the below code of conduct at the centre:

- Be a positive role model
- Value the diversity of the centre and refrain from actions and behaviour that constitutes harassment or discrimination
- Display respect for all people while at the centre and never use raised voices or threatening language which may intimidate or humiliate educators, children or other visitors
- Use courteous and acceptable written and spoken language in all communications with educators and other parents and members of the centre community. No profane, insulting, harassing, aggressive or otherwise offensive language may be used
- Ensure that all interactions with educators are positive and non-confrontational. All centre educators are entitled to a safe and happy work environment; this is in the best interest of the children as well as the educators themselves
- Not reprimand or discipline a child who is not their own, this is the role of the centre educators
- Not to have physical contact with any children, other than their own, or those authorised to be collected
- Ensure any issues and concerns related to the care of their child are raised in accordance with the guidelines set out in the complaints policy (page 66)
- Inform the Responsible Person or Director of any Work Place Health and Safety issues witnessed or that they were made aware of
- Smoking and alcohol are prohibited within the grounds of the school or facility we operate within. Any persons found to be smoking or suspected to be under the influence of drugs or alcohol will be asked to leave the premises.

Any person who breaches the above code of conduct could risk having their child/rens enrolment cancelled or be given a warning by staff. If the person is an authorised collector, the child's parent or carer may be told this person is no longer welcome in the centre.



POLICY AREA 8

GOVERNANCE & LEADERSHIP

8.0 – Governance & Management of Service

Policy statement

Our service will meet its legal and financial obligations by implementing appropriate governance practices that support our aim to provide high quality childcare that meets the objectives and principles of the National Quality Framework.

It is important for the legal and effective functioning of the service that all staff members understand their role/s and are aware of their responsibilities.

This policy applies to all members of staff and is for the information of the Nominated Supervisor and staff and families using the service.

Considerations

- National Regulations
- National Standards
- My Time Our Place

Procedures

Roles and Structure

There are many different types of children's services and the role and responsibilities of the centres vary according to the legal structure and management arrangements of each particular organisations. Active Kids is a small business and operates Outside School Hours Care Program for parents requiring care of their child/children. The Director makes all legal, ethical, financial, employment, planning and policy making decisions. Its responsibility is total.

Briefly the Director is responsible for

- Being the Provider of the OSHC under national regulations
- Appointing a Nominated Supervisor for the service (who may also be the Director) & also a responsible person
- Being an employer
- Undertaking strategic planning for the service
- Being responsible for management Managing the services finances
- Being responsible for compliance to legislation

Responsibilities of the Provider

- In order to provide a children's service you must be an approved provider.
- The Provider of a children's service is responsible for ensuring that: The conditions and requirements of the Children (Education and Care Services National Law Application) Act and Education and Care Services National Regulations are met at all times, including the number of children the service is licensed for
- The service employs a suitably qualified Education Leader (usually the Director); The Nominated Supervisor is the person nominated and approved as responsible for the day to day management of the service, daily operation of the programs and the supervision of the staff
- The service engages suitable staff that will meet the needs of the service and licensing requirements
- Staff child ratios are met at all times

- The premises and equipment are adequate, clean and well maintained
- The service is effectively and efficiently managed. Management consisting of the Director & Responsible Staff members normally meets once a month. Meetings usually run for 1 to 2 hours. General meetings with all staff are held once per term and weekly catch ups with the service staff one on one are held weekly. Thus giving opportunities for group discussion as well as the opportunity for one on one discussion.

8.1 – Acceptance & Refusal of Authorisation

Policy statement

Acceptance and refusal or authorisations describe the circumstance in which the centre must obtain authorisations from parents/guardian/another person approved to give authorisations on behalf of the parent. Authorisation is sought to ensure the safety and wellbeing of children. The Responsible Person on duty may refuse authorisation if they believe the safety or wellbeing of the child may be compromised.

Considerations

- National Regulations; regulation/s, 92, 93, 94, 99 and 102
- National Standards Section 7.1 & 7.2

Procedures

Written authorisation from parents/guardians will be required for the following:

- Administering medication to children (Regulation 92 & 93)
- Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)
- A child leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.

The authorisation must contain:

- the name of the child enrolled in the service
- the date
- the activity the child will be participating in
- signature of the child's parent / guardian or nominated person who is on the enrolment form

Further to the above, some activities /authorisations may require more information. These are outlined below:

- Administering medication to children (Regulation 92 & 93)
 - the authorisation to administer medication (including, if applicable, self administration) needs to be signed by a parent or a person named in the child's enrolment record as authorised to consent to administer medication.
 - the name of the medication to be administered
 - the time and date the medication was last administered
 - the time and date and or the circumstances under which the medication should be next administered
 - the dosage of the medication to be administered
 - the manner in which the medication is to be administered

- Children being taken on excursions (Regulation 102)
 - the date the child is to be taken on the excursion (unless the authorisation is for a regular outing);
 - a description of the proposed destination for the excursion
 - the method of transport to be used for the excursion
 - the proposed activities to be undertaken by the child during the excursion
 - the period the child will be away from the premises
 - the anticipated number of children likely to be attending the excursion
 - the anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion;
 - the anticipated number of educators and any other adults who will accompany and supervise the children on the excursion;
 - that a risk assessment has been prepared and is available at the service

In certain circumstances, verbal authorisation may be accepted at the discretion of the responsible person on duty.

Authorisation may be waived where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered (Regulation 94).

The Responsible Person on duty may refuse authorisation if they believe the safety or wellbeing of the child may be compromised.

8.2 – [Confidentiality & Privacy](#)

Policy statement

We will ensure that all personal information remains confidential. Information will be disclosed to appropriate persons and bodies as required under legislation only. The privacy of all persons will be respected at all times.

Considerations

- National Regulations; regulation/s, 111, 147, 158, 160, 161, 162, 177, 181 & 183
- National Standards Section 7.1 & 7.2

Procedures

Privacy is to be respected at all times.

Information relating to any child enrolled at the Centre will not be disclosed without written authority from the parent or legal guardian. The only exceptions will be for use by the Administrative Service Providers and Management Committee, or Police / Community Services.

Confidential information such as enrolment forms, will be stored in a secure lockable cabinet which is only accessible to staff.

Any information given in confidence to a staff member should remain between that member of staff and the Director. Where the matter refers directly to Child Protection, the Director or staff member may choose to make the decision to report to Community Services.

Communications between staff and families regarding issues of a personal nature will be treated confidential at all times. If a discussion is required, it should be undertaken in a quiet, private area.

The need for confidentiality will be taken seriously within the Centre. A professional approach will be utilised at all times. This will be discussed with all staff in the Centre on commencement of employment. Any breach of confidentiality will result in disciplinary action.

During the enrolment process Parent/Caregivers are asked for permission for their child's photograph to be taken and placed on our website, Facebook page or displayed within the centre. If permission is not granted, then photographs of their child will not be used.

8.2 – [Evaluation of the Service](#)

Policy statement

We believe continual assessment and evaluation of the service and program by the Director, staff, Parents/Caregivers and children is an integral part of providing a quality service.

Considerations

- National Regulations
- National Standards
- My Time Our Place

Procedures

Educators and the Director will have regular meetings so discuss the day to day operations of the service, the program and discuss new ideas and ways to improve.

Educators will have formal and informal discussions with the children regarding what they would like to see in the program and to gauge their enjoyment levels.

Educators will take note of children's interests and incorporate them into the program.

An ideas box is available at the centres for children, parents and educators to utilise.

Input from families is sought through email and Facebook communication.

For centres located within schools, regular meetings are held with school management to discuss any issues any ideas for the service.

Our philosophy will be regularly reviewed.

The Quality Improvement Plan will be used as tool to assess our performance in delivering quality education and care and to plan future improvements.

8.3 – [Software](#)

Policy statement

We aim to provide a quality service with smooth operation. Active Kids will seek the most suitable third-party software platform to run our enrolment, bookings, attendance etc.

Considerations

- National Regulations
- National Standards
- My Time Our Place

Procedures

We currently use 'HubWorks!' as our third-party software provider.

Regular communication with HubWorks! is had.

Any change to our third-party software provider would be communicated with families.

8.4 – [Service Closure](#)

Policy statement

The Service acknowledges that there may be times when the service is required to close due to planned or unforeseen circumstances. The service recognises that effective communication procedures must be in place to ensure all families are notified if closure of the service is expected.

Considerations

- National Regulations
- National Standards
- My Time Our Place

Procedures

Closure of the service may occur due to, but is not limited to:

- Extreme Weather Conditions
- Emergency Situation such as fire or other external threat
- Loss of power and/or water

The centre will close if the school/facility is also closing. If the closure must happen during the period of care the decision will be made with consultation with the director and emergency personnel. In this event the service will:

- Contact families to collect their children from the service
- Ensure the safety of all children and educators involved

8.5 – [Complaints, Grievances & Feedback](#)

Policy statement

Active Kids values all feedback positive or negative from staff, children, Parents/Caregivers, the community and stakeholders. Feedback may help improve the program and ensure the Parents/Caregivers and children are satisfied with all activities. Complaints and grievances may be a mechanism to improve service delivery, policy or procedure.

Considerations

- National Regulations
- National Standards Section 5.2, 6.1 & 7.2
- My Time Our Place, outcome 1 & 5

Procedures

We understand a family's right to share any concerns they may have. We will work with a family to understand their complaint through effective communication and then resolve the complaint efficiently.

A complaint can be raised informally or formally.

All complaints and grievances are taken seriously.

Staff will ensure that all confidential conversations with families will take place in a quiet area.

The Educational Leader/Responsible Person must advise the Director of any complaints or grievances related to the contravention or potential contravention of Active Kids policies.

Complaints and or grievances will be considered on their merits and with confidentiality. A response will be provided to complaints and grievances within 10 working days of the complaint or grievance being made.

Active Kids provides contact details of the nearest State Regulatory Office in a visible area in the centre.